



MTW Supplement Web-based Form System Job Aid for PHA Users

Information about Getting Started

January 2022

The purpose of this document is to provide PHAs with information about how to get started with the MTW Supplement system, including access requests, the tips for the first login, and how to get technical assistance. While the MTW Supplement system is built in Salesforce and you will see references to it at times, it is a custom application, so we do not refer to it as Salesforce. For the understanding and clarity, it is important to call it the MTW Supplement system.

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Job Aid Update Information

Updates Since the December 2021 Posting

- Updated the email address that access requests are to be sent to.

Updates Since the November 2021 Posting

- Added additional details to the [Technical Assistance](#) section for what to include when emailing the REAC TAC.

Updates Since the November 10, 2021 Posting

- The Requesting Access section has been updated to clarify information about removing users and who should send the user access request file.
- Clarified role of Salesforce in the introduction on page 2.

Updates Since the September 28, 2021 Posting

- The [Technical Assistance](#) section has been updated to provide some additional details on how to get assistance with the system.
- The [Appendix: Checking your Default Web Browser](#) section has been updated to clarify some of the information.

Updates Since August 2021 Posting

- The link (URL) for the login page after a user has setup their initial password has changed from <https://pih-gateway.force.com/mtwexpansion> to <https://hud-gateway.force.com/mtwexpansion/s/> in the [Important Information about the First Login](#) section of the document. If a user has bookmarked this link, they should update their bookmark at this time.

Updates Since July 2021 (Initial) Posting

- Added the appendix that appears in the “How to Use the System” job aid to assist users with determining what their default web browser is.
- Clarifications to wording in various locations within the document to assist with understanding.

System Requirements

Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported.** If you are unsure what your default web browser is, use the instructions in the [Appendix: Checking your Default Web Browser](#).

Requesting Access to the System or Removing Users

The following items should be considered regarding access to the MTW Supplement web-based form system.

1. To gain access to the system, the MTW Expansion PHA must have submitted their signed MTW ACC amendment to HUD.
2. Due to license restrictions for the PDF generation feature, there is a **limit of five users per PHA**. Only staff that will actively use the system should be designated as a user. *Passwords do expire after 90 days, so requesting access for users “just in case” is not suggested.*
3. All users must agree to the HUD Rules of Behavior, which is included in the user access request document and discussed in the [Agreeing to the HUD Rules of Behavior](#) section below.
4. If a user no longer needs access, the PHA **must** submit a request to remove that user. This is part of good security administration. If a user is left active in the system, they will count toward the limit of the number of users a PHA can have.

To request users be added or removed, the executive director should complete the system user access request document on the [MTW Supplement page](#), ensuring that it is completed per the information below. Once the file is completed the following should be sent by the executive director (or the executive director should be copied if sent by another staff person) to MTWSupplementAccessRequests@hud.gov with the PHA code and the words “user access request” in the subject line (e.g., DC789 PHA user access request)

- The completed file
- A list of dates and times within one week of the email when each of the users that new access is being requested for will be working. This is because the email from the system to setup the initial password is only valid for 24 hours.

PHAs must still abide by the limit for the number of users described above even when submitting subsequent requests. For example, if a PHA has four users and wants to request two more, only one additional user would be allowed.

How to Complete the User Access Request Document

The cells that must be completed a minimum are highlighted in yellow until they are filled in, at which point the yellow shading will disappear. Because the user request file could change as the system continues to be developed, please download a new copy each time a request is made. **Do not include users that should remain in the system with no changes.**

- PHA Code – the PHA code the PHA uses in communication with HUD and in HUD systems
- PHA Name – the name the PHA goes by
- Request Date – the date the request is being completed

- Employee Name – the name of each employee that access is being requested for or each user that needs to be removed
- Email Address – the email address for each employee listed
- Add or Remove User – select from the drop-down box if the employee is being added or removed from the MTW Supplement system.

Agreeing to the HUD Rules of Behavior

All users must agree to the HUD Rules of Behavior (HUD RoB) before they are granted access to this system. This statement is included in the system user access request file for this system and is also located on the login screen. If a user has not previously agreed to the HUD RoB, they should do so before their information is submitted to be a user in this system.

Important Information about the First Login

- See information above under [System Requirements](#) for supported web browsers.
- The user should ensure that they can receive emails from incapsulate.com and salesforce.com by adding these domains to their email safe list before they are setup in the system.
- Once a user is setup in the system, the user will receive an email from either a incapsulate.com or salesforce.com email address to setup their initial password. The link in the email can only be used once **and** must be accessed within 24 hours using a web browser other than Internet Explorer, otherwise the process will have to start over.
 - If the user is unsure about which browser is their default (e.g., which browser will open when a link is clicked on), they can use the information [in the appendix](#) of this document to determine this. Alternatively, they can copy and paste the text of the link into a supported browser.
 - If the email contains a button instead of a link with the web address showing, the user can right click on the link and in the menu that appears click on Copy Hyperlink.
- If a user does not activate their account within 24 hours of when they received the email or has other issues, they should contact the REAC Technical Assistance Center (TAC) using the information in the [Technical Assistance](#) section of this document to get assistance.
- The link to use for logging in after the initial password is set up is:
<https://hud-gateway.force.com/mtwexpansion/s/>

Technical Assistance

If a PHA user requires assistance in addition to what is provided in this document, they should contact the REAC Technical Assistance Center (TAC) using the information below.

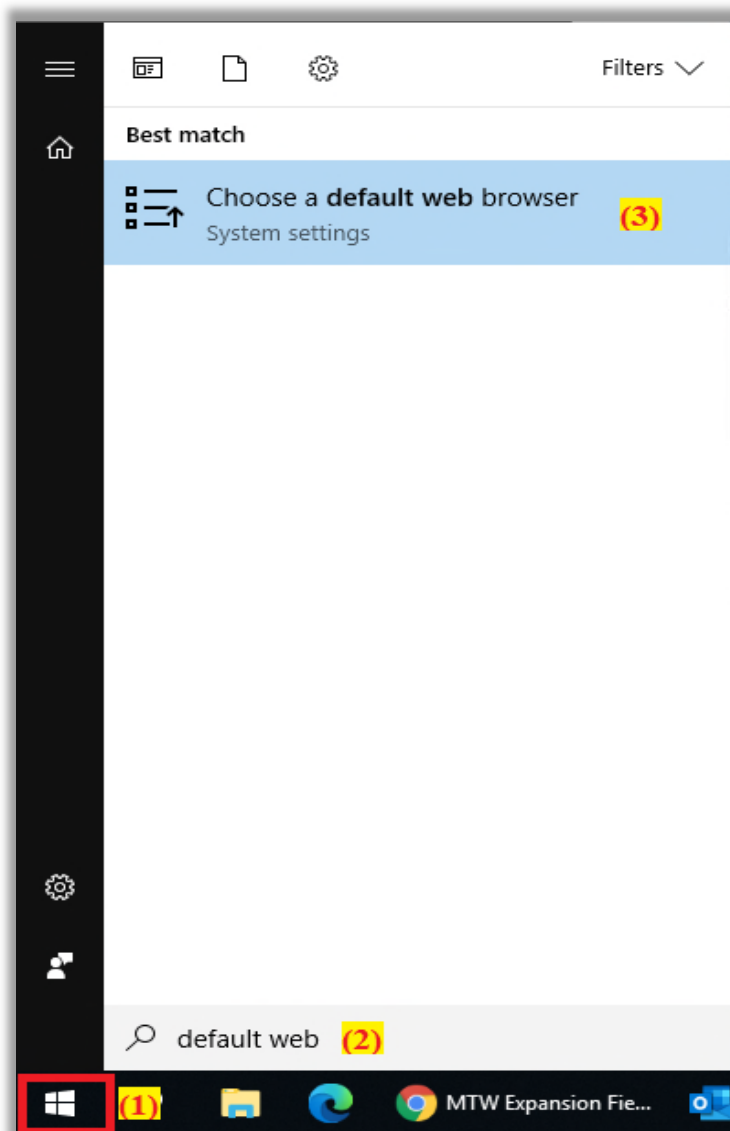
- By phone: 888-245-4860, option 9 **OR** by email: REAC_TAC@hud.gov
- When requesting assistance, state that it is for the **MTW Supplement system**. **Do not mention Salesforce.**
- When emailing the REAC TAC, at a minimum you must include the following. This information will help us know exactly what the issue is and replicate it, if needed.
 - Include “MTW Supplement system” in the subject line. You can include other text, but the body of the message is what should provide the actual details of the issue.
 - For issues with your password, state whether you are having issues setting up your initial password (e.g., did you click on the link in the email you received within the required 24 hours) or if you are trying to reset your existing password.
 - What action were you trying to do in the system?
 - What steps you took right before the issue occurred
 - Error message, if there was one, and screen print(s) documenting what you saw that is contrary to what you should be seeing per the instructions provided in the applicable job aid on the [MTW Supplement web page](#).

Appendix: Checking your Default Web Browser

As mentioned earlier in this document, you must use a web browser other than Internet Explorer (IE) to perform all actions in the MTW Supplement system. Google Chrome, Microsoft Edge (current version, not legacy), and Safari are known to work. Furthermore, your default browser is what is used to open clicks that you click on in documents and emails. So, if you use IE for any account related emails or to login to the system, the process will fail.

If you are unsure which browser is setup in Windows as your default, follow steps 1 and 2 below. If you would like to change your default browser (e.g., if you find that the default is currently Internet Explorer), follow all four steps. You aren't required to change your default browser, but if you don't it will be imperative that you always keep in mind which browser is your default.

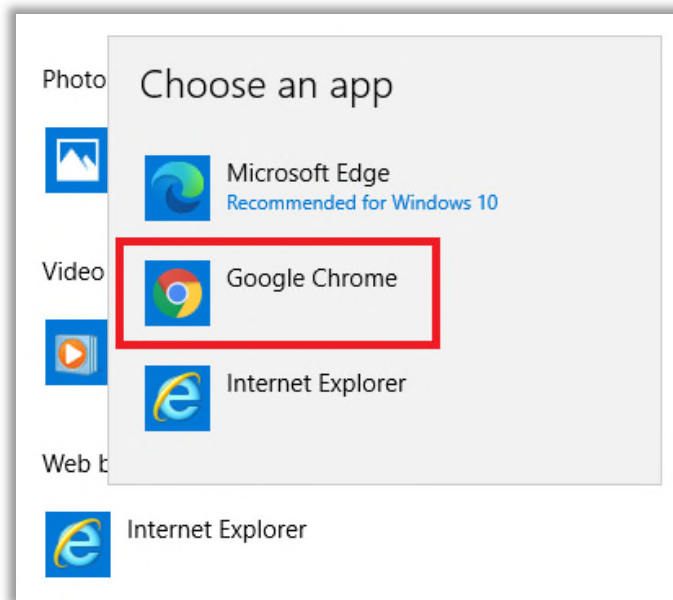
1. Click on the Start menu (1) and without navigating to anything type "default web" (2). You will see a search result that says, "Choose a default web browser" (3), click on it to open it.



2. In the window that opens, look for the heading that says “Web browser”. This will show you what your current default is. *If it already says Google Chrome, Microsoft Edge, or another supported browser, you can stop here.*

To change your default browser:

3. Click on where it states the current default and it will expand. Under the words “Choose an app” select Google Chrome or Microsoft Edge (current version, not legacy). *You could also choose another non-IE browser that is supported such as Safari.*



4. You will now see your new selection under the “Web browser” heading. You can close the window. From now on, any links you click on in your email program or other programs will open in the newly chosen default.